

CAHPS Survey for ACOs
Participating in Medicare Initiatives
Quality Assurance Guidelines Version 4
Technical Corrections and Clarifications
Issued August 10, 2016

Subsequent to the production of the *CAHPS Survey for ACOs Participating in Medicare Initiatives Quality Assurance Guidelines Version 4* (QAG V4), it has been determined that there are specific content items that require corrections. These items are identified below.

1. Section VI, Data Collection Protocol

- **Phone Attempts, Page 26:** The sentence *A phone attempt must meet the following criteria* has been revised for clarification as follows:
 - Current: A phone attempt must meet the following criteria:
 - Revised: A phone attempt must meet one of the following criteria:
- **Phone Attempts, Page 26:** The fourth bullet under *A phone attempt must meet one of the following criteria* has been revised to add clarification on phone attempts after receipt of a busy signal
 - Current: The interviewer gets a busy signal during each of three consecutive phone attempts (if possible, the phone attempts must be made at approximately 20 minute intervals)
 - Revised: The interviewer gets a busy signal during each of three consecutive phone attempts on the same day (if possible, the phone attempts must be made at approximately 20 minute intervals)

2. Spanish Mail Survey Cover Letters

- **The Spanish initial and second survey cover letters have been updated to reflect the revisions below:**
 - In the second paragraph, an accent has been added to the word “medico” in the third sentence of both cover letters
 - Current:
Su nombre fue seleccionado al azar por CMS entre las personas que han visitado el profesional medico en la encuesta adjunta.
 - Revised:
Su nombre fue seleccionado al azar por CMS entre las personas que han visitado el profesional médico en la encuesta adjunta.
 - In the third paragraph, the word “tu” has been changed to “su” in the fourth sentence of both cover letters
 - Current:
[VENDOR NAME] no compartirá tu información con nadie que no sean las personas autorizadas en CMS, excepto según lo requerido por ley.
 - Revised:
[VENDOR NAME] no compartirá su información con nadie que no sean las personas autorizadas en CMS, excepto según lo requerido por ley.

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- In the third paragraph, the second reference to “su” has been changed to “sus” and an accent was added to the word “medicos” in the fifth sentence of both cover letters
 - Current:
[VENDOR NAME] no compartirá su encuesta individual con cualquiera de su profesionales medicos.
 - Revised:
[VENDOR NAME] no compartirá su encuesta individual con cualquiera de sus profesionales médicos.